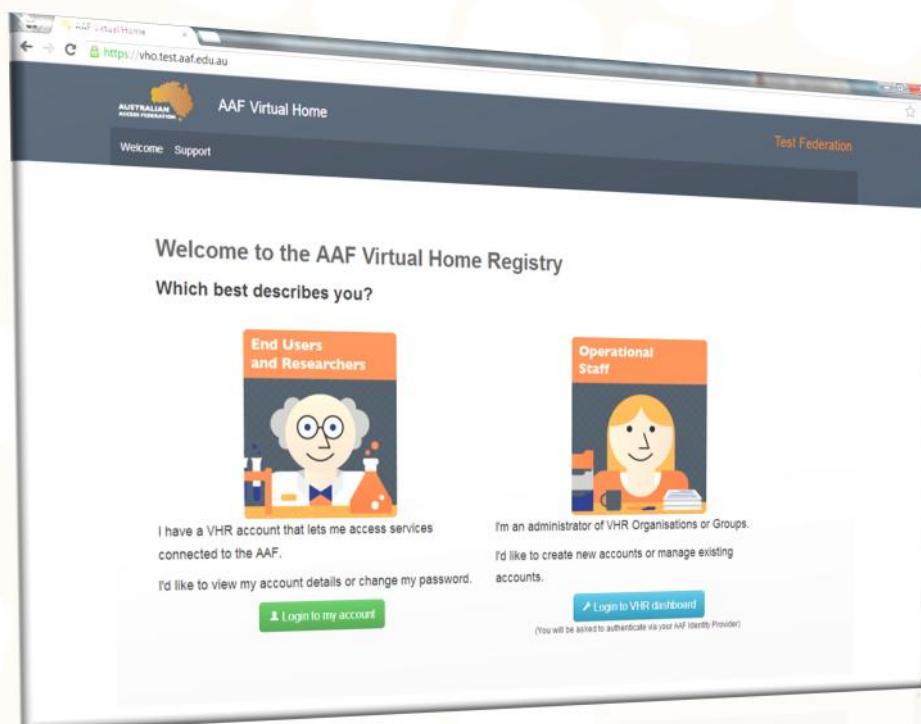




AAF Virtual Home (VH)

User Guide for Researchers and End Users



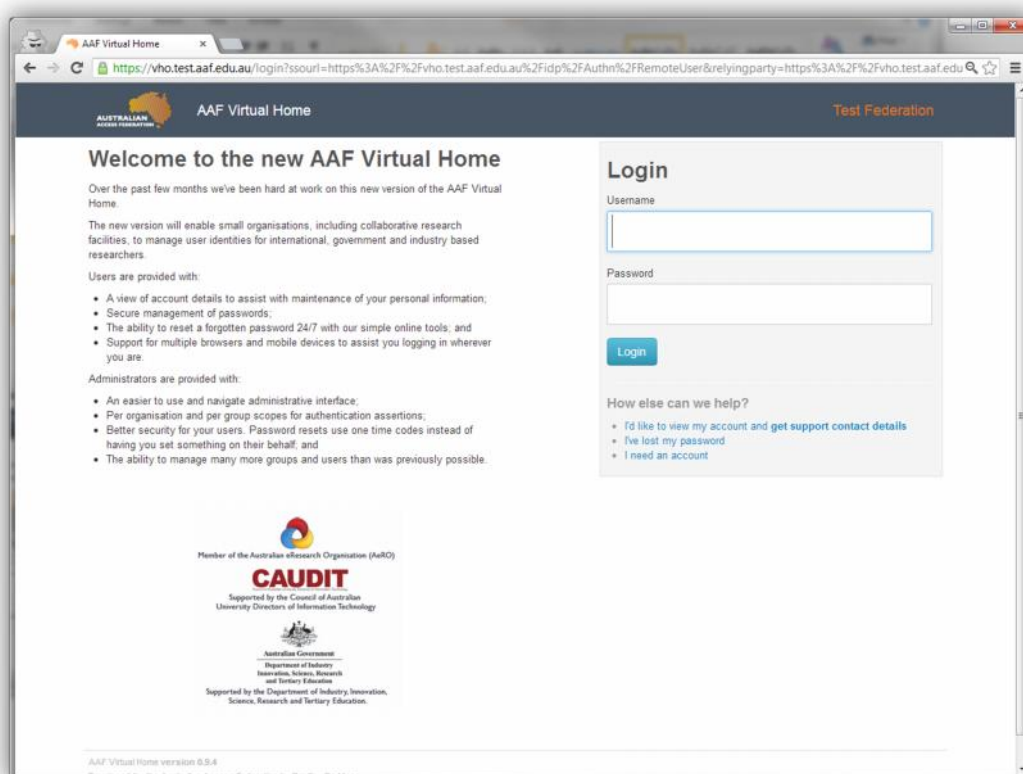
APRIL 2013

What is this tool?

The AAF Virtual Home (VH) enables small organisations, including collaborative research facilities, to manage user identities for international, government and industry based researchers. The AAF VH replaces older software (the VHO) and has been developed in-house using new technology and is based on real requirements and use cases.

As a researcher or end user, you generally wouldn't log into the VH unless you need to change your password or find administrator contact details. Usually you'll just select "AAF Virtual Home" when logging into the particular Service you intend to access.

Further information can be found here: <http://www.aaf.edu.au/technical/virtual-home-organisation-vho/>

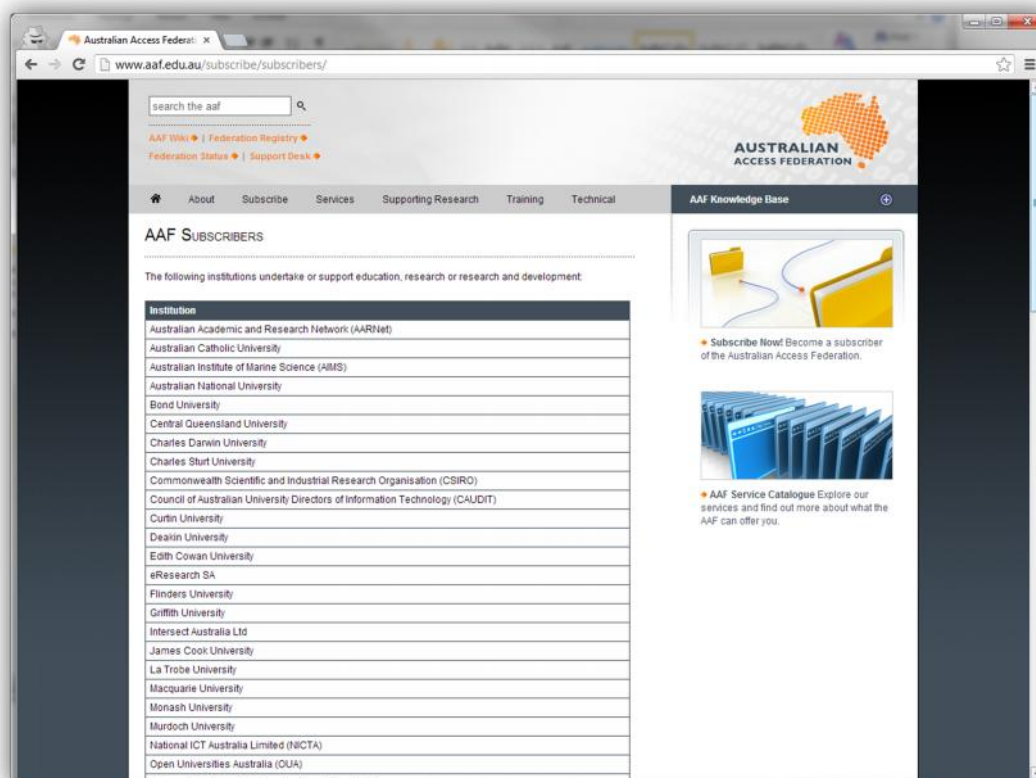


How do I get an AAF VH account?

If your organisation is subscribed to the AAF, or if you are collaborating with an organisation subscribed to the AAF, you are eligible for a VH account. Your organisation administrator is able to create the account for you.

For a list of organisations subscribed to the AAF, visit: <http://www.aaf.edu.au/subscribe/subscribers/>

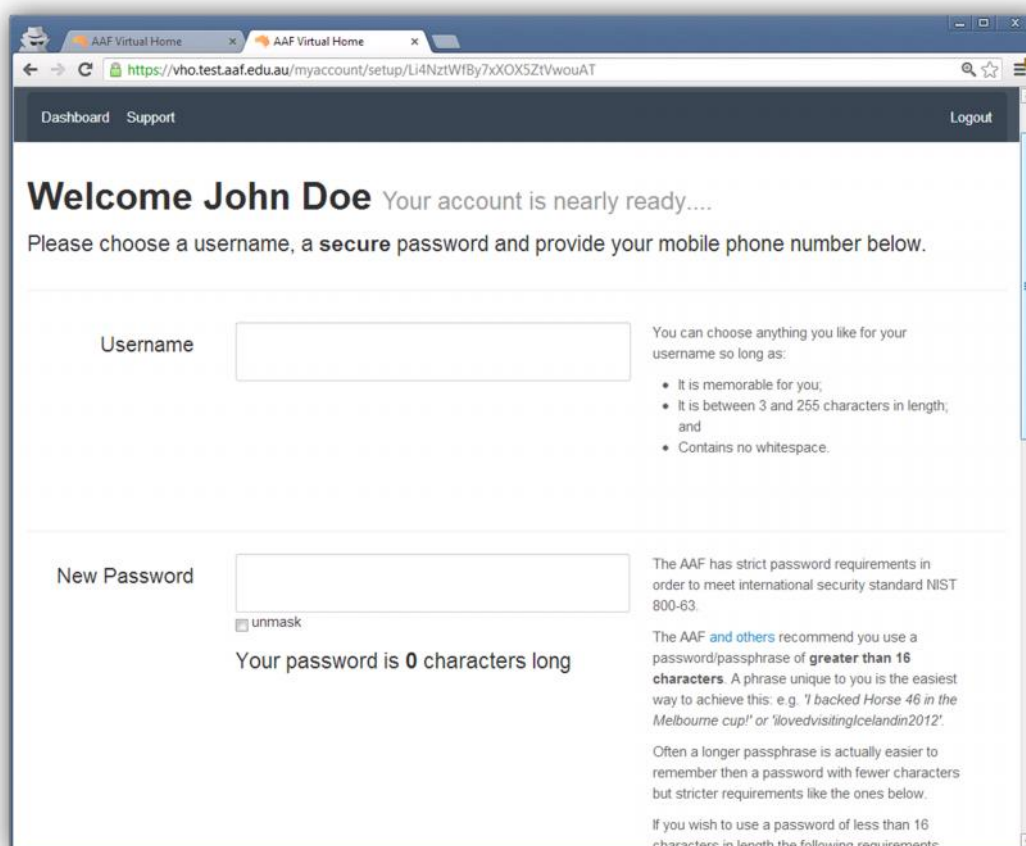
To find your organisation administrator, contact the local Service Desk who will contact their Identity Provider administrator. If you have any issues, please contact us at <http://support.aaf.edu.au>



How do I set up my new account?

When your administrator creates an account for you, you'll receive an email and an invitation link to finish setting up your account. Here you will choose a username, enter your password and mobile number.

Please note the password requirements on the right hand side. Your mobile number is required if you ever need to reset your password (i.e. if it's forgotten).



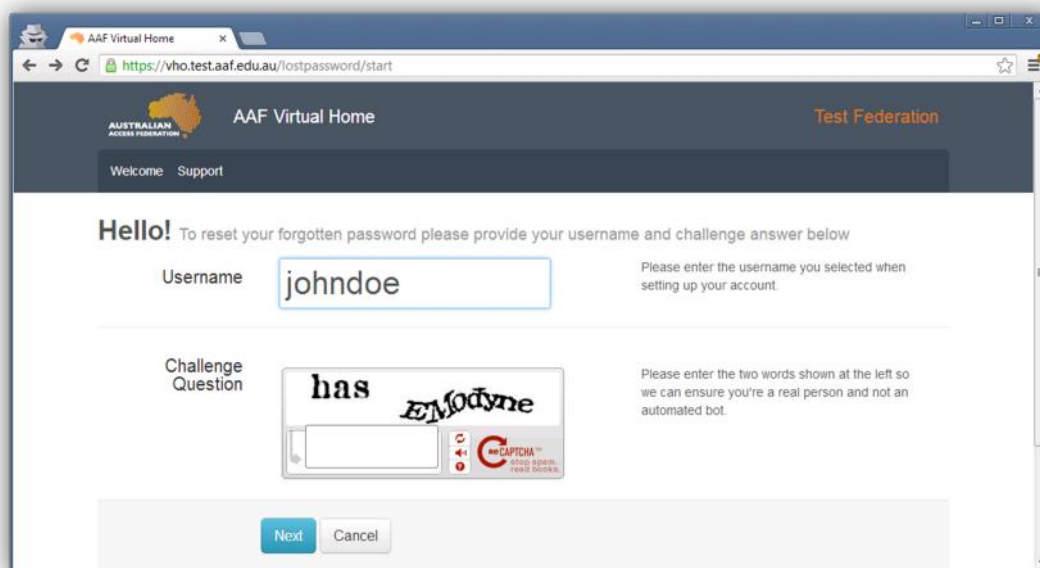
The screenshot shows a web browser window with two tabs labeled 'AAF Virtual Home'. The address bar shows the URL: <https://vho.test.aaf.edu.au/myaccount/setup/Uj4NztWfBy7xXOX5ZtVwouAT>. The page has a dark header with 'Dashboard Support' on the left and 'Logout' on the right. The main content area is white and features the following elements:

- Welcome John Doe** Your account is nearly ready....
- Please choose a username, a **secure** password and provide your mobile phone number below.
- Username** section with an empty text input field. To the right, it says: "You can choose anything you like for your username so long as:" followed by a bulleted list:
 - It is memorable for you;
 - It is between 3 and 255 characters in length, and
 - Contains no whitespace.
- New Password** section with an empty text input field. Below the field is an 'unmask' checkbox. To the right, it states: "The AAF has strict password requirements in order to meet international security standard NIST 800-63." Below this, it says: "The AAF and others recommend you use a password/passphrase of **greater than 16 characters**. A phrase unique to you is the easiest way to achieve this: e.g. 'I backed Horse 46 in the Melbourne cup!' or 'IlovedvisitingIcelandin2012'." Further down, it says: "Often a longer passphrase is actually easier to remember than a password with fewer characters but stricter requirements like the ones below." At the bottom, it says: "If you wish to use a password of less than 16 characters in length the following requirements".
- Below the password field, it says: "Your password is 0 characters long".

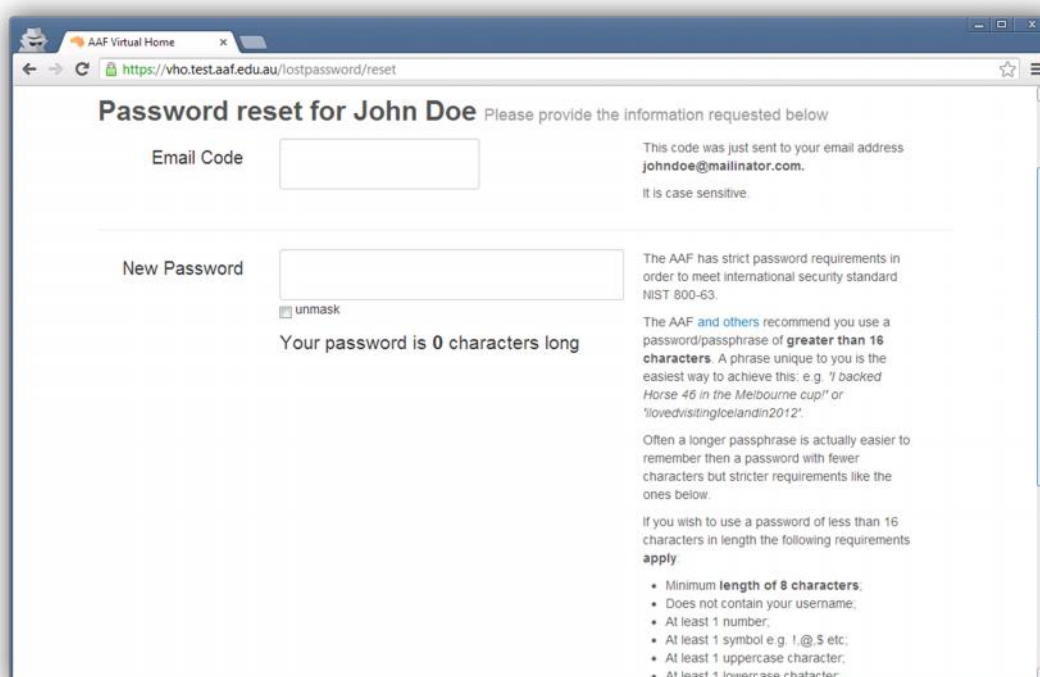
How do I reset my password?

You'll find the reset password option on the login page. This will begin the process to choose a new password. You'll need your mobile and email account on hand to enter the SMS and Email codes we'll send you. We need to do this to meet strict international security standards.

You'll have to enter a new password to comply with the minimum password requirements. These are listed on the right hand side. We recommend you use a password with more than 16 characters. For example, "iWonOnAHorseinthemelbournecupin2011" satisfies the password requirements and is extremely secure (providing you keep it a secret!).



The screenshot shows a web browser window with the URL <https://vho.test.aaf.edu.au/lostpassword/start>. The page header includes the AAF Virtual Home logo and "Test Federation". The main content area says "Hello! To reset your forgotten password please provide your username and challenge answer below". There are two input fields: "Username" with the value "johndoe" and "Challenge Question" with a dropdown menu showing "has" and "EMOdyne". A CAPTCHA image is also present. Below the fields are "Next" and "Cancel" buttons.



The screenshot shows a web browser window with the URL <https://vho.test.aaf.edu.au/lostpassword/reset>. The page header says "Password reset for John Doe Please provide the information requested below". There are two input fields: "Email Code" and "New Password". The "New Password" field has an "unmask" checkbox and a feedback message: "Your password is 0 characters long". To the right of the "Email Code" field, it says "This code was just sent to your email address johndoe@mailinator.com. It is case sensitive." To the right of the "New Password" field, there are several paragraphs of text explaining password requirements and a bulleted list of requirements for passwords shorter than 16 characters.

The AAF has strict password requirements in order to meet international security standard NIST 800-63.

The AAF and others recommend you use a password/passphrase of **greater than 16 characters**. A phrase unique to you is the easiest way to achieve this: e.g. "I backed Horse 46 in the Melbourne cup!" or "lovedistinglcelandin2012".

Often a longer passphrase is actually easier to remember than a password with fewer characters but stricter requirements like the ones below.

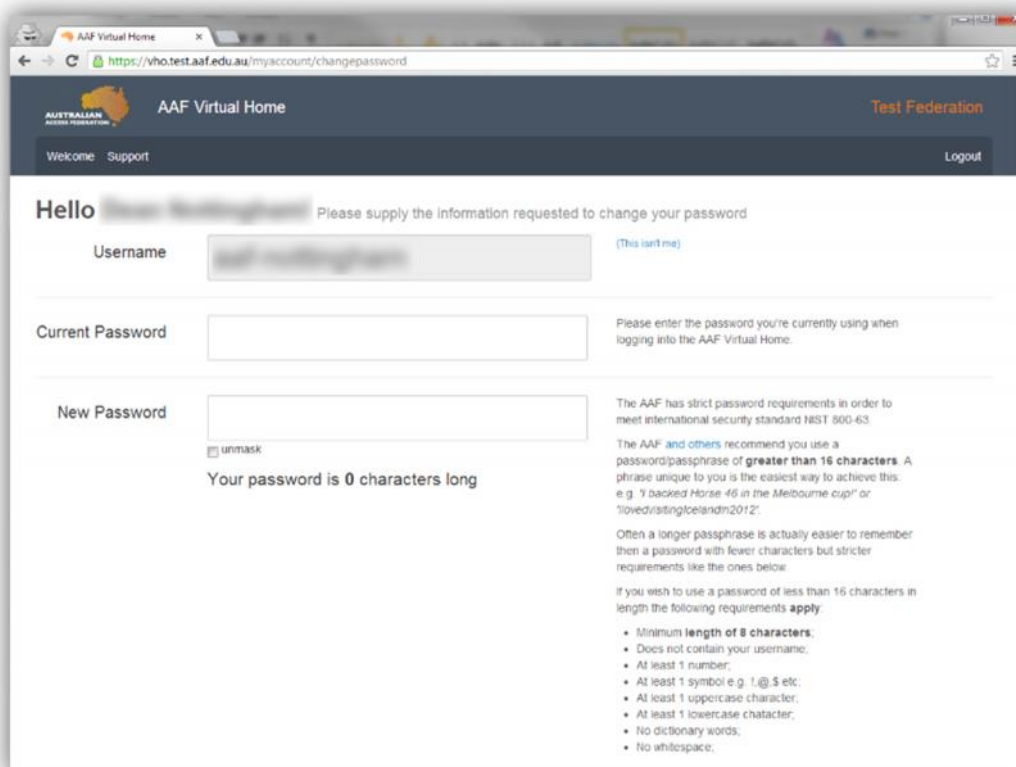
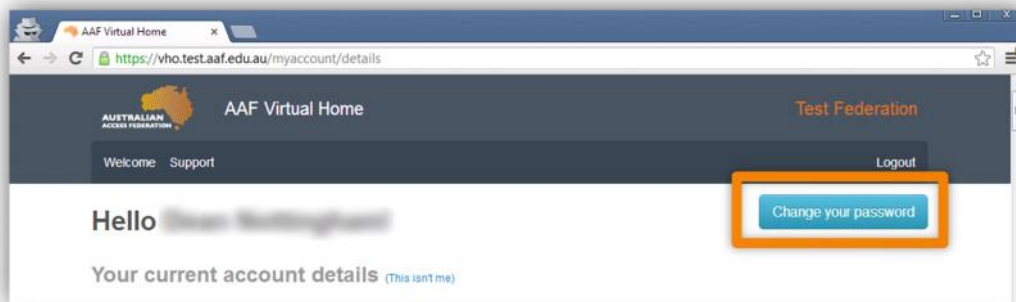
If you wish to use a password of less than 16 characters in length the following requirements apply

- Minimum length of 8 characters;
- Does not contain your username;
- At least 1 number;
- At least 1 symbol e.g. !, @, \$ etc;
- At least 1 uppercase character;
- At least 1 lowercase character;

How do I change my password?

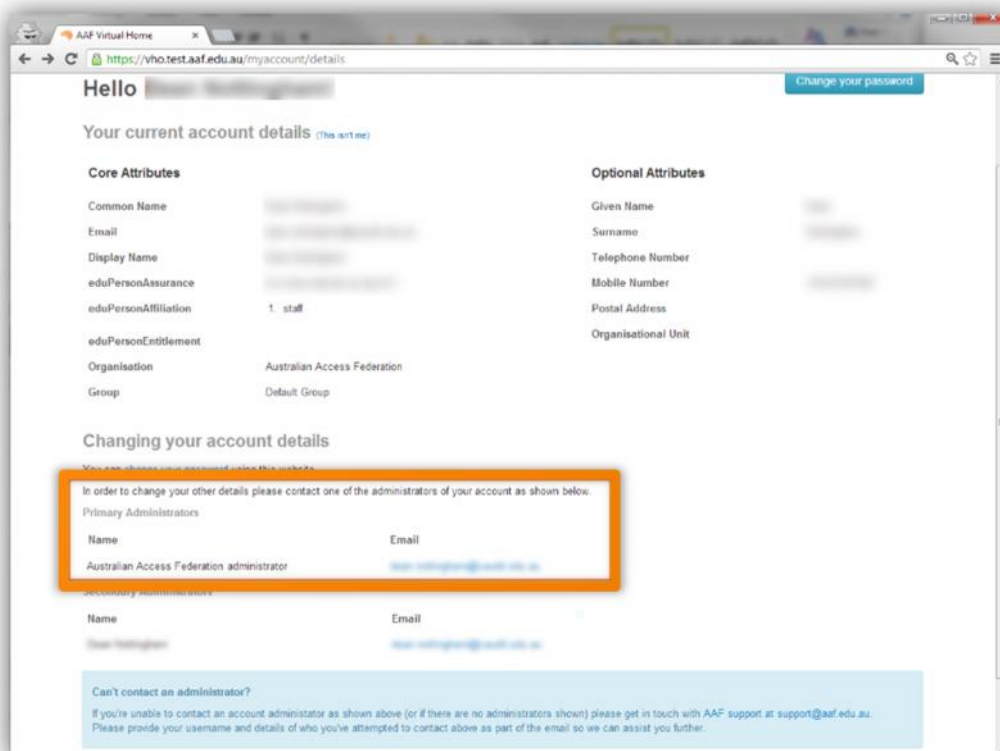
Use your VH account to log in to <https://vho.aaf.edu.au/myaccount> and you will see the ‘Change Password’ button to begin the process.

Ensure you read the password requirements on the right hand side of the page. We recommend you use a password with more than 16 characters. For example, “iWonOnAHorseinthemelbournecupin2011” satisfies the password requirements and is extremely secure (providing you keep it a secret!).



How do I change my account details?

Your account details can only be changed by the administrator of the organisation. You'll find their contact details after logging into <https://vho.aaf.edu.au/myaccount>.



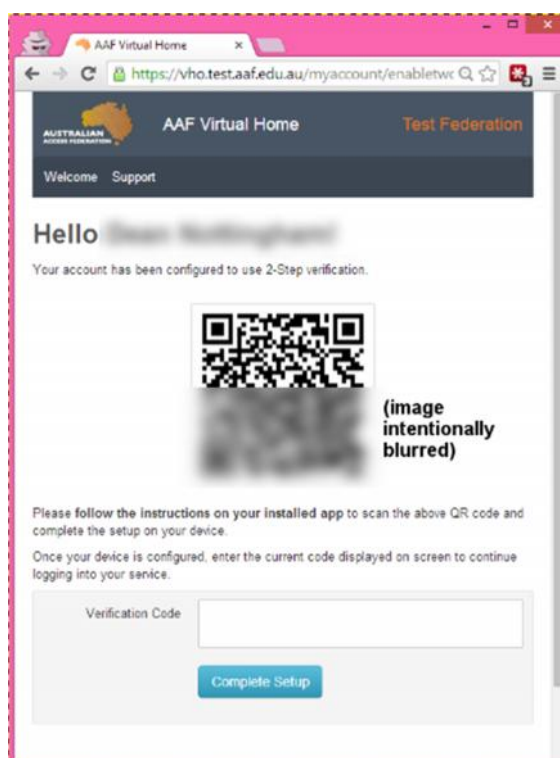
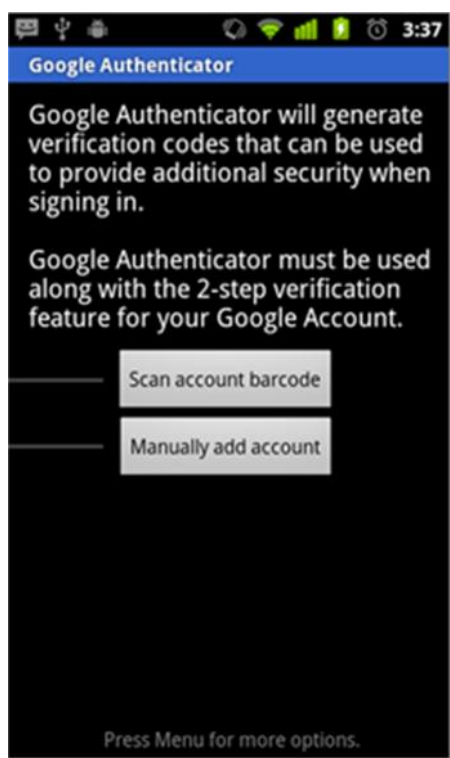
How do I set up 2-step verification?

2-Step verification is an additional security measure your Administrator may apply to your account. In addition to being prompted for your username and password, once every 90 days you will also be asked for a secure number that will be generated on your smart phone or tablet device (it works similar to one-time-use tokens or SMS alerts that you may have with your bank account).



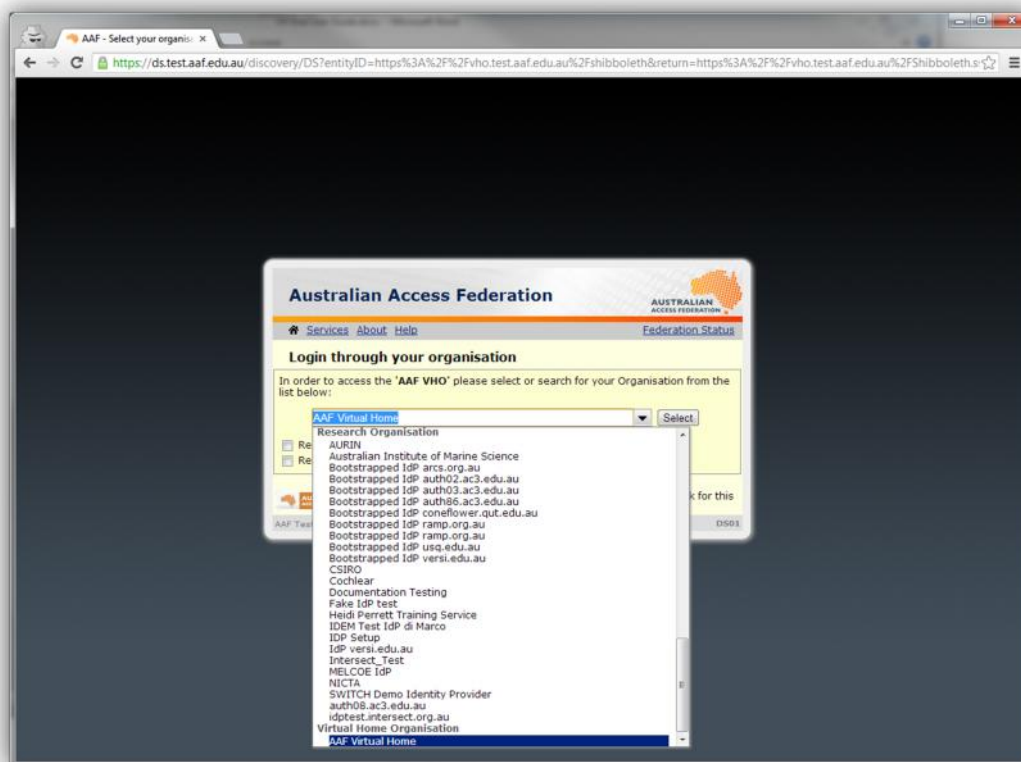
The instructions to set configure this for your account is fairly straightforward. Please have your smartphone or tablet ready and follow the instructions below. If you do not have one of these devices, please advise your Administrator.

- **Step 1:** Using your device, download the authenticator application (app) from an app store. Download instructions for each app store is below. If you have already downloaded the app, proceed to step 2.
 - iPhone search the Apple App Store for “Google Authenticator” (published by Google, Inc.)
 - Android search the Google Play Store for “Google Authenticator” (published by Google, Inc.)
 - Blackberry search the Blackberry World for “Authomator” (published by Pulsecode Inc.)
 - Windows Phone 8 search the Windows Phone Store for “Authenticator” (published by Microsoft Corporation)
- **Step 2:** Open the authenticator app on your device and choose the option to set up a new account (“Scan account barcode” in the image below)
- **Step 3:** Click the “I’m ready - enable 2-Step verification” button once you log in and use your device’s camera to scan the on-screen QR code.
- **Step 4:** Log into your account and enter the verification code displayed on your device.



How do I log into services using my account?

Find the service you wish to log in to and, providing the service is connected to the AAF, you will be able to type “AAF Virtual Home”, or select “AAF Virtual Home” from the Identity Provider (IdP) dropdown menu. Click Select and enter your username and password to be authenticated into that service.



Where can I find more help?

Search AAF VH support articles here: <http://support.aaf.edu.au/forums/21673918-Virtual-Home-AAF-VH->, or contact the AAF Support Team: <http://support.aaf.edu.au/home>

